

Offering and Supporting Informed Choice of Supports and of Providers

Key Considerations:

- Ensure and document informed choice in three distinct areas:
 - The types of supports to be included in the ISP. Note: Supports should be appropriate in relation to the person's goals. Consult the service definition and expected outcomes of the service as noted in the definition to determine if a particular service is appropriate to offer as an option, given the person's goals.
 - Once specific supports to be included in the ISP are identified, the person should be assisted to make an informed choice about which provider of the service they wish to use. See below for guidance for ensuring and facilitating informed choice of provider.
 - Finally, determine with the selected provider whether the person's support needs can be met if the service is delivered in a fully integrated, community setting where the person will have the opportunity to interact with persons without disabilities to the greatest extent possible. If the person's support needs cannot be met in a fully integrated setting, document the reasons. Then consider and identify the next most integrated setting where the person's support needs can be met, document this in the plan, and request authorization of the service in this setting.
- Changes to a person's desired services and providers listed in the ISP should occur throughout the year as needed. Informed choice should be offered and supported whenever changes to the ISP are made.

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Questions	Recommended Tools	Action Plan and ISP Documentation
<p><u>Informed Choice of Supports:</u></p> <ol style="list-style-type: none"> Are there community/ natural supports available that may be an alternative to paid supports? Does the person have experience with these other support options? Does the person understand how the services may be different from what he or she is currently doing? If yes, what experiences has the person had and what was his/her response? For example: <ol style="list-style-type: none"> Has the person talked with people who have used the various service options and what was his/her response? Has the person had an opportunity to visit and observe different types of programs and what was his/her response? Has the person had an opportunity to debrief with his or her support team and what was his/her response? 	<p>PCT Tools:</p> <ul style="list-style-type: none"> Important to/Important for Good Day /Bad Day Working/ Not Working 4+1 Matching Relationship Map <p>Positive Personal Profile Job Search/Community Participation Plan</p>	<ul style="list-style-type: none"> Document how the person has made the choice of supports/ service AND the choice of provider. Describe, for example, if the person went on site visits or talked with friends who recommended the service or provider. Include the process and the person's choice. If the answer to #8 is yes, develop one or more goals so that the person has experiences that enable him/her to make an informed choice. If the person refuses to explore alternate services and/or providers, offer a referral to Quality Trust for further exploration. <p>Next steps: If the person has only paid supports, consider a goal to increase the person's independence. If the person struggled to make an informed choice, consider goals to increase their experiences with other paid, unpaid, publicly-funded and community support options and a goal to increase self-determination. Barriers are identified and addressed in ISP goals. Amend ISP as needed.</p>
<p><u>Provider:</u></p> <ol style="list-style-type: none"> Does the person have experience with other providers? If yes, has the person talked with other provider organizations and what was his/her response? Has the person had an opportunity to visit and observe different programs and what was his/her response? If no, is the person willing to talk to or visit other provider organizations and what was his/her response? Has the person had an opportunity to debrief with his or her support team and what was his/her response? 		

